OSC
INSURANCE SERVICES

ILLUMINATING RESULTS

OUTSOURCING

RESOURCE OPTIMIZATION

Tailor the right offerings to your needs

Forward-looking operational support

Each of our clients is unique in their approach to managing the myriad of processes, paperwork, data integration, payments, and customer support of their loan, lease, or investor portfolios. While some maintain in-house capabilities leveraging staff, space, and equipment, others choose to strategically source some or several of these activities to sharpen focus on their core business-building priorities.

Calls

OSC has two fully operational, state-of-the-art call centers located in the Atlanta and Miami areas. We facilitate inbound and outbound calls for a broad range of clients. Our well-trained, bilingual staff is equipped with sophisticated call center technology to drive efficiencies while maintaining quality.

Documents

Data contained in volumes of mail, fax or electronic files you receive needs to be cataloged and searchable for it to be of value. With our EDI as a Service, we take these sources, enter or filter them, and return key information routinely in a preferred electronic format or via an online searchable library.

Mail

By utilizing robust data sources and our EDI approach–coupled with our full mailroom, faxing and scanning services–we have eliminated more than 80% of the physical mail for some clients. We'll save the communications you do need to see or search out at a later date such as proof of insurance documents.

Payment

We regularly receive massive amounts of routine insurance transactions and timely billing data from top insurance carriers. Let us post detailed transactions, reconcile at regular intervals, submit escrowed insurance premiums and facilitate lender-placed premiums on your behalf by mail or ACH.

Key data

With expert partner flood, tax and homeowners association data, our integrated IrisX tracking capabilities deliver timely information to inform and update coverages, insurance rates, escrow amounts and overall risk exposures. Appraisal and loss draft services additionally cover you from inception to foreclosures.

OSC Outsourcing Benefits

- Depth of experience
- Turnkey operations
- Leverage infrastructure
- Timesaving team
- Cost savings potential
- Talent-to-task
- Seamless workflow
- Scalable support
- Service driven

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CA Insurance Lic. #0D15178 07/13/23

STEAMBOAT GROUP